



STATE OF NEW MEXICO
Human Services Department
Governor Michelle Lujan Grisham
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Angela Medrano, Deputy Cabinet Secretary
Kari Armijo, Deputy Cabinet Secretary
Karmela Martinez, Director ISD

Interim Policy & Procedure Memorandum

ISD IPP 20 – 25

TO: ISD Employees

FROM: Karmela Martinez, ISD Director 

RE: Adjustments to SNAP and Cash Processes

DATE: December 2, 2020

Amended December 10, 2020

Amended December 29, 2020

Amended June 29, 2021

Amended August 9, 2021

Amended September 23, 2021

This IPP rescinds IPP 20-23: Adjustments to Interim Report, the Recertification Process and Waiver of Initial Interview for SNAP. This IPP serves as guidance for the following adjustments:

- Waive the Interim Report (IR) through December 2021 or 30 days after the NM Public Health Order ends, whichever comes first. If the NM Public Health Order ends prior to December 31, 2021, the NMHSD's Central Office will issue guidance to field staff.
- Waive recertification interviews through December 2021 or 30 days after the NM Public Health Order ends, whichever comes first. If the NM Public Health Order ends prior to December 31, 2021, the NMHSD's Central Office will issue guidance to field staff.
- Extend certification periods up to six months through December 2021 or 30 days after the NM Public Health Order ends, whichever comes first. If the NM Public Health Order ends prior to December 31, 2021, the NMHSD's Central Office will issue guidance to field staff.
- Apply IR rules to Recertification through December 2021 or 30 days after the NM Public Health Order ends, whichever comes first. If the NM Public Health Order ends prior to December 31, 2021, the NMHSD's Central Office will issue guidance to field staff.
- Waive initial Interview **ended June 30, 2021.**
- Waive face to face interview requested by customer; if deemed necessary **ended June 30, 2021.**

NOTE: If the NM Public Health Order ends, ISD has 30 days from the end of the order to implement regular

processing guidelines. As New Mexico becomes aware of the waiver not being extended NMHSD's Central Office will work on providing guidance to field staff.

The adjustments are being implemented to limit person to person contact, increase social distancing and help slow the spread of COVID-19 and its variants, as outlined in the Coronavirus Appropriation Act, 2021 and Other Extensions Act of 2020 (HR 8337). The following charts explains how these waivers impact SNAP and Cash.

Waiver of Face-to-Face Interview Requirement

Effective Date	End Date	Summary	Category	NMAC
November 2, 2020	June 30, 2021	All interviews may now be requested as face-to-face interviews.	SNAP & Cash	8.139.110.11D(4) NMAC, 8.102.110.8B(2) NMAC 8.106.110.11 NMAC

Waiver of Initial Interview

Effective Date	End Date	Summary	Category	NMAC
November 23, 2020	June 30, 2021	No initial interviews can be waived, even if all mandatory verification standards are met.	SNAP only	8.139.110.11 NMAC

Waiver of Recertification Interview

Effective Date	End Date	Summary	Category Impacts	NMAC
November 2, 2020	December 31, 2021 <i>(or 30 days after the NM Public Health Order ends, whichever comes first.)</i>	Recert Interviews can be waived and processed following IR rules.	SNAP & TANF	8.139.120.8 NMAC 8.102.120 NMAC

Process:

For processing of recertifications please refer to **IBP ASPEN-50366**.

- Recertification tasks remaining in the queue, process following IR rules.
- When a case ***Does Not*** have all the mandatory verification needed to process:
 - ***DO NOT*** act on the case
 - ***DO NOT*** send a HUMAD
 - Allow the case to extend per waiver, ASPEN is set up to automatically to extend these cases.

When a case has ***All*** mandatory verification needed to process:

Act on the case to make a determination

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- Customers that contact Consolidated Customer Service Center (CCSC) to complete their recertification and the task has not been completed, the CCSC agent must:
 - Refer to ISD to take action on the case
- For those cases that a Help Us Make a Decision (HUMAD) is requested: ASPEN will update the mandatory HUMAD as received by updating the appropriate unverified data collection information as “Other Acceptable” and generates a report, listing the cases and its details.

Waived Interim Report (IR)

Effective Date	End Date	Summary	Category	NMAC
November 2, 2020	December 31, 2021 <i>(or 30 days after the NM Public Health Order ends, whichever comes first.)</i>	If an IR cannot be processed under normal processing, ASPEN will automatically continue their certification period for households with an IR due.	SNAP & TANF	8.139.120.9B NMAC 8.102.120.11C NMAC

Process:

IR's will be waived by ASPEN. A case comment will automatically be generated and an ISD 201 Notice to Client, will be issued to notify the client that their IR is being waived due to the COVID – 19 State of Public Health Emergency. A report will be generated for tracking purposes. The field does not have to do anything with the report currently.

If an IR or any pending verification is received, the following process will apply:

- IRs that are received and have all mandatory verification will automatically be extended by the system, the worker will review the IR and enter any changes in case change mode only.
- If no changes are needed, worker will simply mark task complete.
- IR's that are received but are lacking all or some mandatory verification, will automatically be extended by the system.
 - **DO NOT** act on the case
 - **DO NOT** send a HUMAD
 - Allow the case to extend per waiver, ASPEN is set up to automatically to extend these cases.
- Tasks will not automatically be marked as complete. Workers must process tasks as normal in a case change action to ensure case information is correct. Case changes for extended cases will not affect the certification period.
- Certification period override should not be used for processing any IRs that have had the certification period extended by the system.
- ASPEN will update the mandatory HUMADs as received by updating the appropriate unverified data collection information as "Other Acceptable" and generate a report listing the cases and its details. Workers should not update this field for extended interim reports.

Extension of Certification Periods

Effective Date	End Date	Summary	Category	NMAC
November 2, 2020	December 31, 2021 <i>(or 30 days after the NM Public Health Order ends, whichever comes first.)</i>	If a Recertification cannot be processed under normal processing, ASPEN will automatically extend certification periods for households scheduled to recertify.	SNAP & TANF	8.139.120.8 NMAC 8.102.120.9B NMAC 8.106.120.9 NMAC 8.106.120.10 NMAC

Process:

Recertification applications will continue to be issued to customers. Any recertification that has not been processed by the end of the month will be automatically extended in ASPEN for 6 months, for the months of October, November, and December 2020 as well as January – December 2021 or 30 days after the NM Public Health Order ends, whichever comes first. A case comment will automatically be generated and an ISD 201 Notice to Client, will be issued to notify the client that their certification period is being extended due to the COVID – 19 State of Public Health Emergency. A report will be generated for tracking purposes. The field will not have to do anything with the report currently.

For questions regarding this IPP, please contact Monica Sandoval, SNAP Program Coordinator, via e-mail at Monica.Sandoval@state.nm.us or by telephone at (505)396-0314.